

## October - December 2015

How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Extremely likely	118
Likely	17
Neither likely nor unlikely	2
Unlikely	0
Extremely unlikely	0
Don't know	1
Total	138

"Receptionists very helpful and doctors will always listen and be understanding".

"Always able to get an appointment with my preferred doctor within 24-48 hours".

"I have been looked after very well by this Practice over many years".

"Excellent surgery, good staff, brilliant doctors".

"I think Princes Road is the best surgery I've been registered at. Same day appointments are super and all the staff are kind and professional".

"Because I trust the doctors and the care I have received over 40 years. I am still happy with the service".

## July - Sept 2015

How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Extremely likely	41
Likely	15
Neither likely nor unlikely	3
Unlikely	2
Extremely unlikely	3
Don't know	1
Total	65

"Commuter Clinic is really helpful when you work in London".

“It is easy to book an appointment and the Doctors always listen”.

“Everybody who works here is always so friendly and efficient. Same day appointments are the best idea”.

“I find the surgery efficient in every way and also very helpful in many ways”.

“Doctors always attentive and listen to every ache and pain and give invaluable advice, surgery staff so helpful it’s a pleasure to speak to them”.

“The staff and doctors are all very helpful and always accommodate if necessary. The treatment my husband and I have always received is second to none”.

### **April - June 2015**

How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Extremely likely	33
Likely	13
Neither likely nor unlikely	2
Unlikely	1
Extremely unlikely	0
Don't know	1
Total	50

“Exceptionally efficient, caring and conscientious Practice with excellent professional attention at all levels, medical and administrative. Princes Road GP surgery represents the NHS at its best”.

“Very quick response time for appointments and doctors I feel know the family, very friendly service”.

“The care and service both myself and family have received is excellent”.

“Always happy to help you and to give appointment with the doctor you want”.

“Same day appointments are very helpful especially when you hear of the time and days some people have to wait”.

“Excellent service, easy booking appointments”.

### **January - March 2015**

Extremely likely	45
Likely	21

Neither likely nor unlikely	7
Unlikely	0
Extremely unlikely	1
Don't know	1
Total	75

"We always feel that doctors are very attentive and proactive to our needs. We try not to be a burden to the surgery, but when we do have a medical problem it is always sorted out swiftly and kindly".

"Can always get an appointment when I need and generally a good all round service".

"Very pleasant and friendly reception staff and always very helpful".

"Very helpful with appointments particularly for fitting children in".

"Wouldn't necessarily recommend, but what I do appreciate is the ease of getting appointments and the friendly reception area".

"Always get an appointment on the day, doctors are very caring and always listen".